

# GETS

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## User Guide



**Government Emergency  
Telecommunications  
Service**

# PURPOSE

**T**he Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service of the federal government. This User Guide will show you how to place a GETS call and how to obtain assistance.

**NOTE:** GETS is to be used only by authorized federal, state and local government and industry personnel when they are unable to complete emergency calls through normal or alternate telecommunications means.

## **GETS provides:**

- An increased probability of completing your emergency calls when normal calling methods fail
- Voice and data transmission via clear or secure telephone, facsimile, modem, or other equipment
- A single, universal telephone number and a Personal Identification Number (PIN) which allows you to access the service worldwide
- Calling to and from all 50 states and overseas locations
- Capabilities to enable rapid detection of fraud and abuse of the service
- A toll-free number for User Assistance available 24 hours

# STEPS FOR USING GETS

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## Government Emergency Telecommunications Service

**1234 5678 9012**

**Name:** JOHN DOE

**Organization:** NCS

**GETS**

### Dial 1-710-NCS-GETS (627-4387)

At the tone, enter your PIN.

When prompted, dial your destination number (area code + number).

*If you cannot complete a call, use a different long distance carrier:*

AT&T: 1-888-288-4387 -or- 1010 + 288  
MCI: 1-800-900-4387 -or- 1010 + 222  
Sprint: 1-800-257-8373 -or- 1010 + 333

**+1-710-627-4387**

**WPS**

From a Wireless Priority Service enabled device:  
**Dial \*272 before any call, including a GETS call.**

**Assistance:** For help or to report trouble,  
dial 1-800-818-4387 or  
1-703-818-4387.

**Test Calls:** Make periodic GETS calls to  
703-818-3924.

**US GOVERNMENT PROPERTY.** If found, return to:  
NCS (N3), 701 South Court House Road, Arlington, VA 22204-2198  
**WARNING:** For Official Use Only by Authorized Personnel.



# PLACING A GETS CALL

## You need **3** things to use GETS

- 1** A working telephone or cell phone connected to the public telephone network
- 2** The universal access number for GETS  
1-710-NCS-GETS  
(1-710-627-4387)
- 3** A Personal Identification Number (PIN) on your GETS card

GETS calls cannot be made to toll free 800, 888, 877, 866, 855 numbers

# GETS USER ASSISTANCE

**H**elp is available from your GETS Point Of Contact or by calling GETS User Assistance:

**1-800-818-GETS (4387)**

**or**

**1-703-818-GETS**

Your POC or User Assistance can help with:

- Questions about GETS
- Problems in using GETS
- A lost or stolen PIN card
- Suspected fraud or abuse

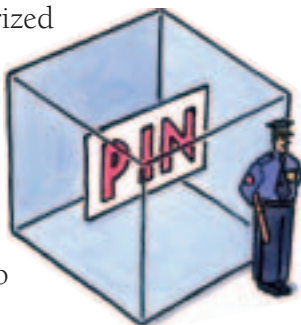
**F**or identification, User Assistance personnel may request the password provided with your GETS card. Your POC can help if you lose or forget your password.

**W**hen reporting GETS problems to User Assistance, provide complete details, including the origination location of the call, the digits dialed, specific difficulties encountered, and error messages received. This information will permit User Assistance to determine where the call failed so that the trouble may be referred to the appropriate source for correction. It will also enable them to provide additional guidance that may help you complete your call.

# SAFE- GUARDING YOUR PIN

**Y**ou should exercise care in handling and entering your PIN. Report a lost GETS card as soon as possible. When you do this, your PIN will be canceled, and you will be issued a new one. To help prevent fraud and abuse, you should do the following:

- Guard your PIN from compromise by not openly exposing your card or PIN to anyone
- Memorize your PIN and password
- Report a lost or stolen GETS card as soon as possible by contacting your POC or calling User Assistance at 1-800-818-GETS (1-800-818-4387)
- Be aware of people loitering when you make calls in public places
- Use a normal conversational tone when placing operator assisted calls to avoid being overheard
- Never use your GETS card to verify your identity
- Never reveal your PIN to anyone other than a GETS operator or a GETS User Assistance representative you have called
- Never share your PIN with others unless authorized to do so by your organization. Please call GETS User Assistance to advise them of the multiple users. When the need for multiple users of your PIN no longer exists, advise GETS User Assistance and your old PIN will be canceled and a new card with a new PIN will be issued to you.



## Primary Calling Method

### From a Touch-Tone Phone

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*
- If call fails, try Alternate Calling Method

## Alternate Calling Method

### From a Touch-Tone Phone if Primary Calling Method fails\*\*\*

- Get an outside line
- Listen for dial tone
- Dial:  
1010 + 288 for AT&T  
or  
1010 + 222 for MCI  
or  
1010 + 333 for Sprint
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

\*\*\* If both methods fail, calls can be attempted using the following toll free numbers:

AT&T 1-888-288-4387

MCI 1-800-900-4387

Sprint 1-800-257-8373

Not all GETS priority enhancements are available using these numbers and in extreme congestion these numbers may not work.



## From a Payphone

### From a Payphone

- Listen for dial tone
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- If keypad seems inoperative, wait for GETS operator
- Listen for the prompt
- Enter the ten-digit destination number\*\*

## From a Rotary Phone

### From a Rotary Dial Phone

- Listen for dial tone
- Dial:  
1010 + 222 for MCI  
or  
1010 + 333 for Sprint
- Dial 1-710-NCS-GETS
- Wait for the GETS operator
- Give your 12 digit PIN\* and ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

## From a Military Base in the US

### CONUS

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*
- If call fails, try Alternate Calling Method

## From an Overseas US Military Base

### OCONUS

- Dial the base operator
- Request access to a US operator
- Request a commercial line
- Listen for dial tone
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

## From a Cell Phone

### From a Cell, In-Flight, or PCS Phone

- Dial 710-NCS-GETS<sup>+</sup> for a non-WPS<sup>++</sup>
- Press the send key
- Listen for the tone
- Enter your 12 digit PIN<sup>\*</sup>
- Listen for the prompt
- Enter the ten-digit destination number<sup>\*\*</sup>
- GETS access may not be available in all locations. There will be airtime charges for GETS calls

## From a Secure Phone

### From a Secure Phone (STU-III or STE in STU-III mode)<sup>+++</sup>

- Dial 710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN<sup>\*</sup>
- Listen for the prompt
- Enter the ten-digit destination number<sup>\*\*</sup>
- If making a secure voice mode call, go to secure mode after the destination answers

<sup>\*</sup> If an invalid PIN was entered, listen for a voice prompt to re-enter your PIN

<sup>\*\*</sup> For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

<sup>+</sup> Cellular carriers may require a 1 before 710-NCS-GETS

<sup>++</sup> Dial \*272-710-NCS-GETS if you subscribe to Wireless Priority Service (WPS). WPS provides priority access to the cellular network.

<sup>+++</sup> These calls may require a 1 prefix before 710-NCS-GETS. Secure GETS calls cannot be made from GSM Sectera or CDMA QSEC-800 wireless phones or from STEs in the FNBDT mode.

## From a Globalstar Satellite Phone

### From a Globalstar Satellite Phone

- Follow normal procedure to acquire satellite signal
- Dial 1-710-NCS-GETS
- Press the SEND key
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

## From an Inmarsat or Iridium Satellite Phone

### From an Inmarsat/Iridium Phone

- Follow normal procedure to acquire satellite signal
- For Inmarsat (depending on model):
  - a) Dial 00-710-NCS-GETS or 011-1-710-NCS-GETS
  - b) Press SEND (if required)
- For Iridium:
  - a) Dial 00-1-710-NCS-GETS
  - b) Press SEND

Then for all:

- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

From an FTS  
Phone Line

From a DSN  
phone Line

### From an FTS Phone Line

- Access FTS
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

### From a DSN Phone Line

- Access DSN
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

## From Another Country using DTS

## From Another Country using Direct Dialing

### From DTS in Another Country

- Access DTS International Voice Gateway
- Dial 96 [the DTS PSN access code]
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

### From Any Touch-Tone Phone

- Get an outside line
- Dial country code for US
- Dial 1-710-NCS-GETS
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. International portion of call may be billed to user.

**From Another  
Country using  
AT&T Direct®**

**From Another  
Country using  
MCI WorldPhone<sup>SM</sup>**

### **From Any Phone**

- Get an outside line
- Listen for the dial tone
- Dial the AT&T Direct access number
- Wait for an operator<sup>†</sup>
- Tell the operator, "This is a Government Emergency Telecommunications Service (GETS) Call"
- If necessary, give the operator the GETS number  
710-NCS-GETS  
(710-627-4387)
- Listen for the tone
- Enter your 12 digit PIN\*
- Listen for the prompt
- Enter the ten-digit destination number\*\*

### **From Any Touch-Tone Phone**

- Get an outside line
- Listen for the dial tone
- Dial the MCI World-Phone access number
- Wait for an operator<sup>†</sup>
- Tell the operator, "This is a Government Emergency Telecommunications Service (GETS) Call"
- If necessary, give the operator the GETS number  
710-NCS-GETS  
(710-627-4387)
- Provide operator with GETS PIN and ten-digit destination number\*\*


<sup>†</sup> Do not respond to automated prompts; wait for the operator

\* If an invalid PIN was entered, listen for a voice prompt to reenter your PIN.

\*\* For international calls except to Canada and some Caribbean Islands, dial 011 + country code + city code + local phone number. International calls are allowed more than ten digits. Entire call, international and domestic, will be billed to your GETS PIN.

## **Government Emergency Telecommunications Service**



**Government Emergency  
Telecommunications Service**

1 2 3 4   5 6 7 8   9 0 1 2

Name: Your Name

Organization: Your Organization

### **For User Assistance:**

Tel.:

**800-818-GETS  
(800-818-4387)**

**or**

**703-818-GETS**

### **Department of Homeland Security**

National Communications System  
701 South Court House Road  
Arlington, Virginia 22204-2198

Tel:

**703-607-6118**

Test/Familiarization:

**703-818-3924**

E-mail:

**gets@ncs.gov**

Web:

**gets.ncs.gov**